



Quarterly Financial Review

Division of Family Resources

2008 Fiscal Year in Review

State of Indiana
Mitchell E. Daniels, Jr.
Governor

**Family and Social Services
Administration**
E. Mitchell Roob Jr.
Secretary

Division of Family Resources

Zach Main
Director

State of Indiana
Published

July 2007 – June 2008



Monthly Financial Review

Division of Family Resources

Division of Family Resources

June-08

Numbers Illustrated in Thousands

Expenditures

	Current Month Actual	SFY 2008		Variance	SFY 2009 Budget
		Actual	Budget		
Federal Child Care Development	14,618	179,343	203,246	23,903	212,179
TANF Assistance	8,373	108,075	113,444	5,369	111,858
County Administration DFR Only	15,298	178,759	163,893	(14,867)	182,770
Indiana Client Eligibility System (ICES)	(1,775)	11,585	19,642	8,057	13,482
TANF Impact	286	4,797	14,421	9,625	9,792
Food Stamp IMPACT	126	4,264	8,749	4,485	9,034
DFR Administration Central Office	(473)	5,329	8,130	2,801	6,791
Electronic Benefits Transfer (EBT)	515	5,539	7,746	2,207	5,015
Domestic Violence Prevention & Treatment (DVPT)	76	2,811	2,996	185	3,006
Federal Family Violence Prevention Fund (FFV)	57	1,781	1,910	130	1,910
Burials	44	1,319	1,598	279	1,343
School Age Child Care (SACC)	84	776	850	74	950
Head Start Partnership Coordination	10	228	235	7	235
Commission on Social Status of Black Males	10	142	140	(2)	155
Child Care Fees and Fines	0	58	100	42	100
Total - Expense	37,249	504,806	547,099	42,293	558,620



DFR SFY08 Budget Surplus	\$ 42,293
CCDF Federal TANF Allocation Increase	23,903
TANF IMPACT Under Utilized	9,625
ICES Accounting Methodology Change (Cost Allocation)	5,179
Food Stamps IMPACT Under Utilized	4,485
	<hr/> <hr/>
	\$ (899)

Child Care & Development **Fund**



SFY 2008 – CCDF Accomplishments

Indiana was chosen as one of 17 first round states to participate in the Federal CCDF Improper Payments Initiative. Participation was based upon history of partnership with HHS during the design and development of the Improper Payment Process.

Period Reviewed : October 1, 2006 to September 30th, 2007

Final Improper Payment Rate: 2.6%

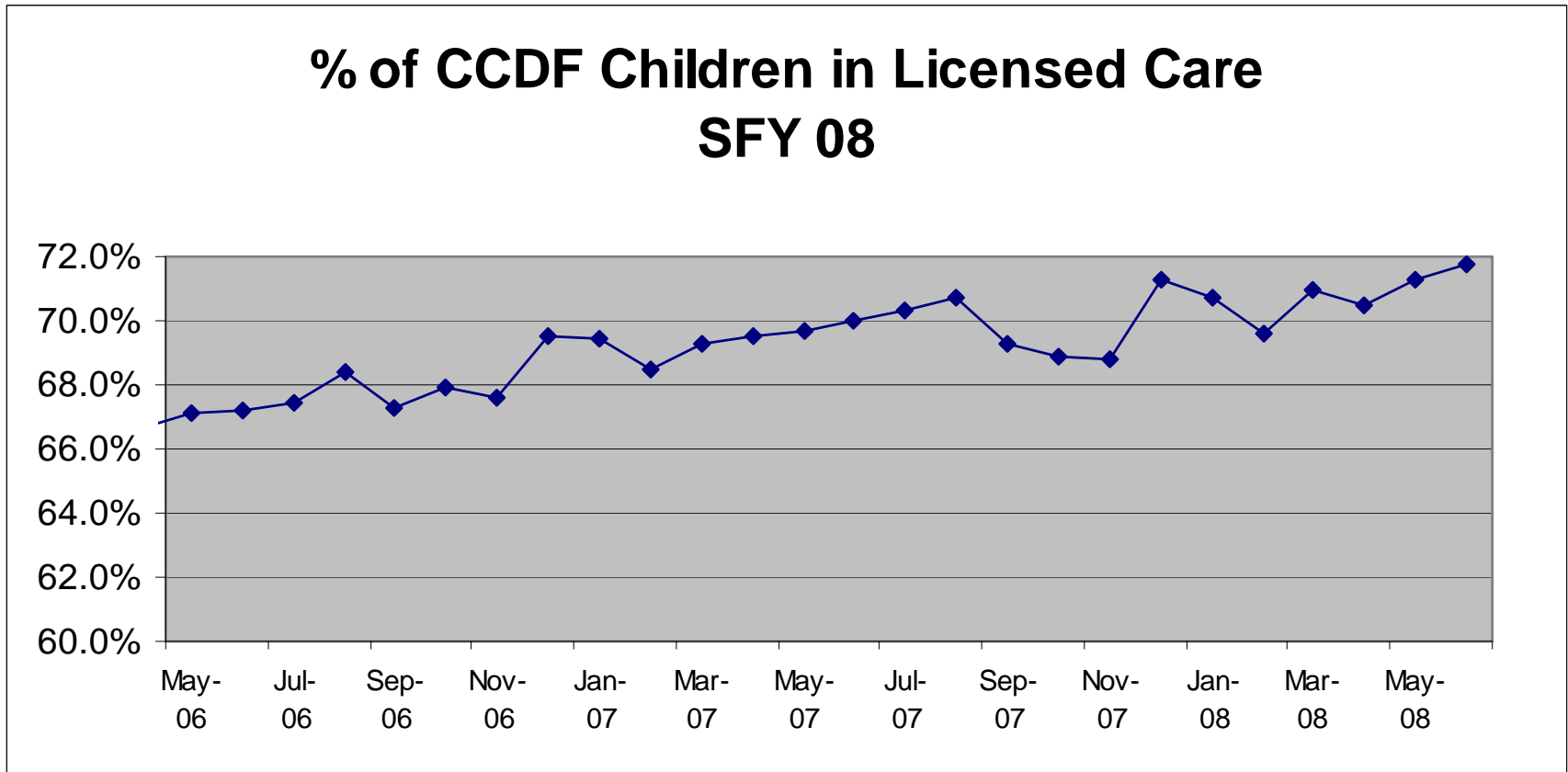
Average Amount of Improper Payment: \$182

HHS will repeat process with 17 states in each FFY 2009 and FFY 2010 before making determination on “acceptable” rate.



SFY 2008 – CCDF Accomplishments

Increased CCDF children enrolled in licensed child care settings





Paths to QUALITY™

Better Child Care. Brighter Futures.

What is **Paths to QUALITY**?

- Voluntary and free system
- Benefits parents, providers, children, and your community
- Promotes high quality child care for all children



Paths to QUALITY participation goals

- Within one year regional rollout dates:

60% Licensed Centers

35% Licensed Homes ; and

5% Unlicensed Ministries

Total projected providers – 1,450

Projected # children impacted – 54,000



Wave 1 PTQ Participation

6 month progress report
Evansville and Ft Wayne regions

Provider Type	Providers Enrolled	Total Providers	Current Percent Enrolled	Jan Target 2009 Goal
Licensed Centers	88	102	86.3%	60%
Licensed Homes	213	557	38.2%	35%
Unlicensed Ministries	18	94	19.1%	5%

Wave 2 Participation

3 month progress report

Terre Haute, Kokomo, Columbus, New Albany regions

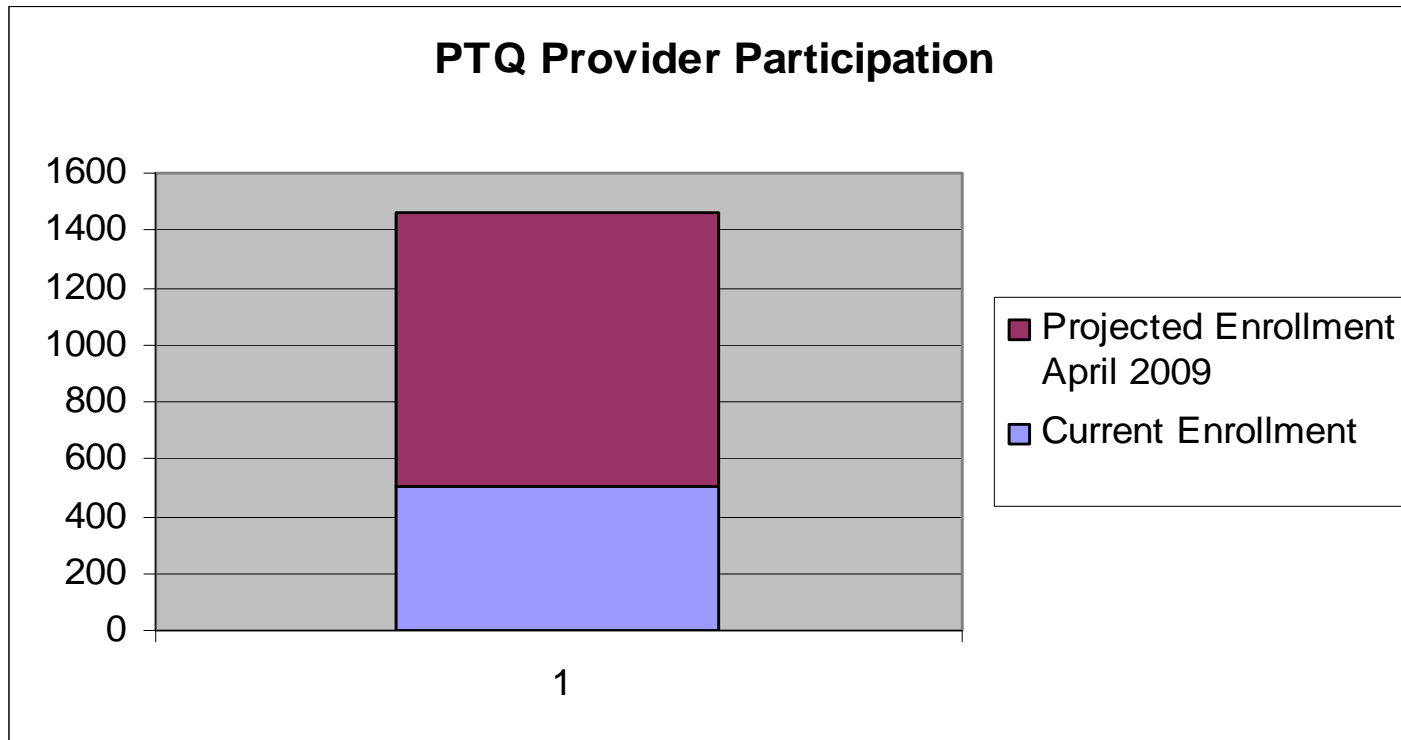
Provider Type	Providers Enrolled	Total Providers	Current Percent Enrolled	May 2009 Target Goal
Licensed Centers	40	134	29.9%	60%
Licensed Homes	153	880	17.4%	35%
Unlicensed Ministries	1	152	.6%	5%

Total PTQ Participation to Date (Wave 1 and 2)

Provider Type	Providers Enrolled	Total Providers	Current Percent Enrolled	May 2009 Target Goal
Licensed Centers	128	236	54.2%	60%
Licensed Homes	366	1437	25.5%	35%
Unlicensed Ministries	19	246	7.7%	5%

Statewide Paths to QUALITY Participation Goals

- Regional rollout began and continues on schedule. Last region go live 1/1/09.
- Currently impacting 18,000 children with projection for 54,000 at completion



Run Date:
7/18/2008

MFR June 2008
Source: PTQ Database



Modernization



Indiana Eligibility Modernization Update

- Accomplishments:
 - Modernized solution deployed to 59 counties serving 430,000 Hoosiers
 - Over 1.5 million calls received with almost 800,000 calls handled by call center agents with average call abandonment rate of approximately 11.5%
 - Over 50,000 online applications submitted
 - Almost 1,200 agencies participating in the voluntary community assistance network (V-CAN) to assist clients in accessing services
 - Over 500 V-CAN members are access points covering over 90% of the counties
 - Advanced V-CAN 2.0 Training going well, 218 people registered with 100 in Fort Wayne
- Challenges being addressed:
 - Ensuring that clients understand the variety of ways to interact with DFR – enhanced client outreach well underway
 - Operations extended so we could adjust the staffing model and system solution to accommodate much higher than anticipated demand and accommodate disaster relief efforts efficiently

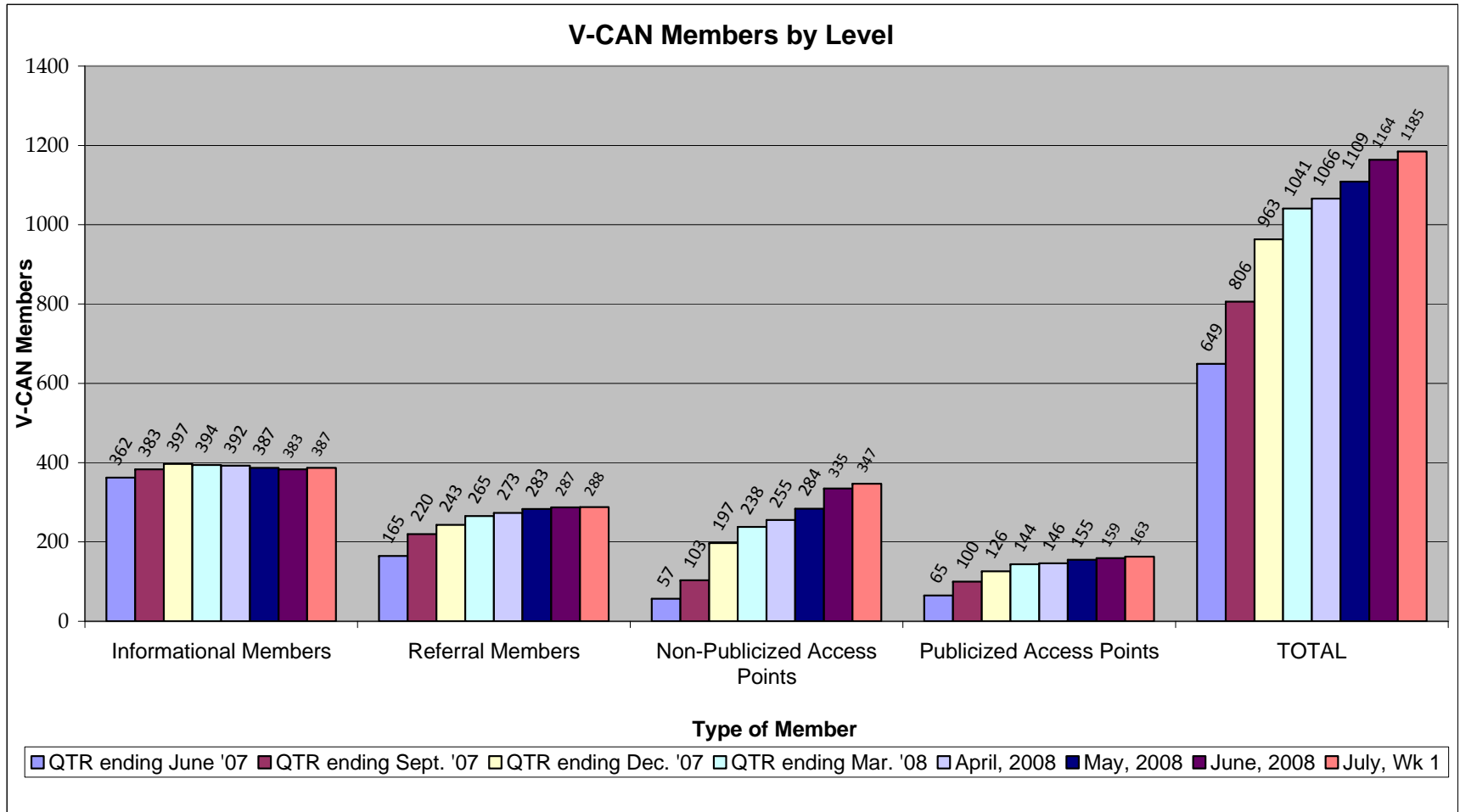
Modernization Statistics (through 7/22/08)

Call Center Statistics		PILOT TO DATE	Week33 (w/e 6/15/08)	Week34 (w/e 6/22/08)	Week35 (w/e 6/29/08)	Week36 (w/e 7/6/08)	Week37 (w/e 7/13/08)	Week38 (w/e 7/20/08)	Week39 (w/e 7/27/08)
Total Call Volume into 800 #	1,515,256		70,240	62,200	62,885	53,275	73,341	66,270	27,660
% of Calls Completed in the IVR	37.20%		37.23%	40.86%	42.18%	34.00%	35.30%	39.50%	38.04%
Total Call Volume in ACD Queues	951,636		44,090	36,785	36,359	35,161	47,454	40,096	17,139
Total Call Volume Answered (+ Flowout)	798,342		37,334	33,610	32,514	31,444	39,667	32,727	15,283
Flowout Calls (manual transfers out of queue)	63,611		1,003	262	955	339	620	1,474	153
% of Calls Handled (Answered+Flowout)	83.89%		84.68%	91.37%	89.42%	89.43%	83.59%	81.62%	89.17%
Average Call Handle Time (mm:ss)	7:08		6:39	6:39	6:53	6:44	6:11	6:34	6:47
Average Call Response Time (mm:ss)	4:25		4:53	3:37	3:55	3:52	5:39	4:27	3:28
Average Hold Time (mm:ss)	0:59		1:04	1:10	1:11	1:08	0:54	1:00	1:06
Abandonment Rate (%)	11.52%		13.79%	7.43%	9.18%	9.01%	14.35%	11.80%	8.78%
Abandonment Rate Within 15 Seconds (%)	4.43%		1.71%	1.27%	1.39%	1.59%	1.95%	1.72%	2.05%
Calls Abandoned within 15 seconds	42,176		756	469	505	560	926	690	351
Calls Abandoned after 15 seconds	109,587		6,079	2,732	3,338	3,167	6,810	4,733	1,505
Number of Answered Calls - On Hold Over 10 Minutes	9,687		425	411	433	399	318	412	0
Number of Abandoned Calls with Duration Over 10 Minutes	29,546		1,967	1,077	1,081	1,235	1,940	2,906	0

Other Statistics		PILOT TO DATE	Week33 (w/e 6/15/08)	Week34 (w/e 6/22/08)	Week35 (w/e 6/29/08)	Week36 (w/e 7/6/08)	Week37 (w/e 7/13/08)	Week38 (w/e 7/20/08)	Week39 (w/e 7/27/08)
Total Applications Requested by Clients (All Channels)			14,365	13,742	9,540	8,462	9,543	11,203	4,689
Total Applications Requested by Clients (Online)	51,343		3,177	3,032	2,717	2,563	2,629	2,979	1,314
Percentage of On-line Applications Received			22.12%	22.06%	28.48%	30.29%	27.55%	26.59%	28.02%
Number of Envelopes Received by Doc Center	270,816		9,550	10,190	10,564	7,627	9,770	8,469	3,667
Number Faxed Documents Received	593,829		23,259	26,847	27,030	17,837	23,566	21,783	4,523
Number FTP Documents Received	765,006		46,322	61,867	54,877	40,801	46,594	48,904	11,665
Number of Documents Received & Scanned by Doc Ctr (Paper)	1,039,890		33,795	39,811	41,352	26,591	35,857	34,803	14,268



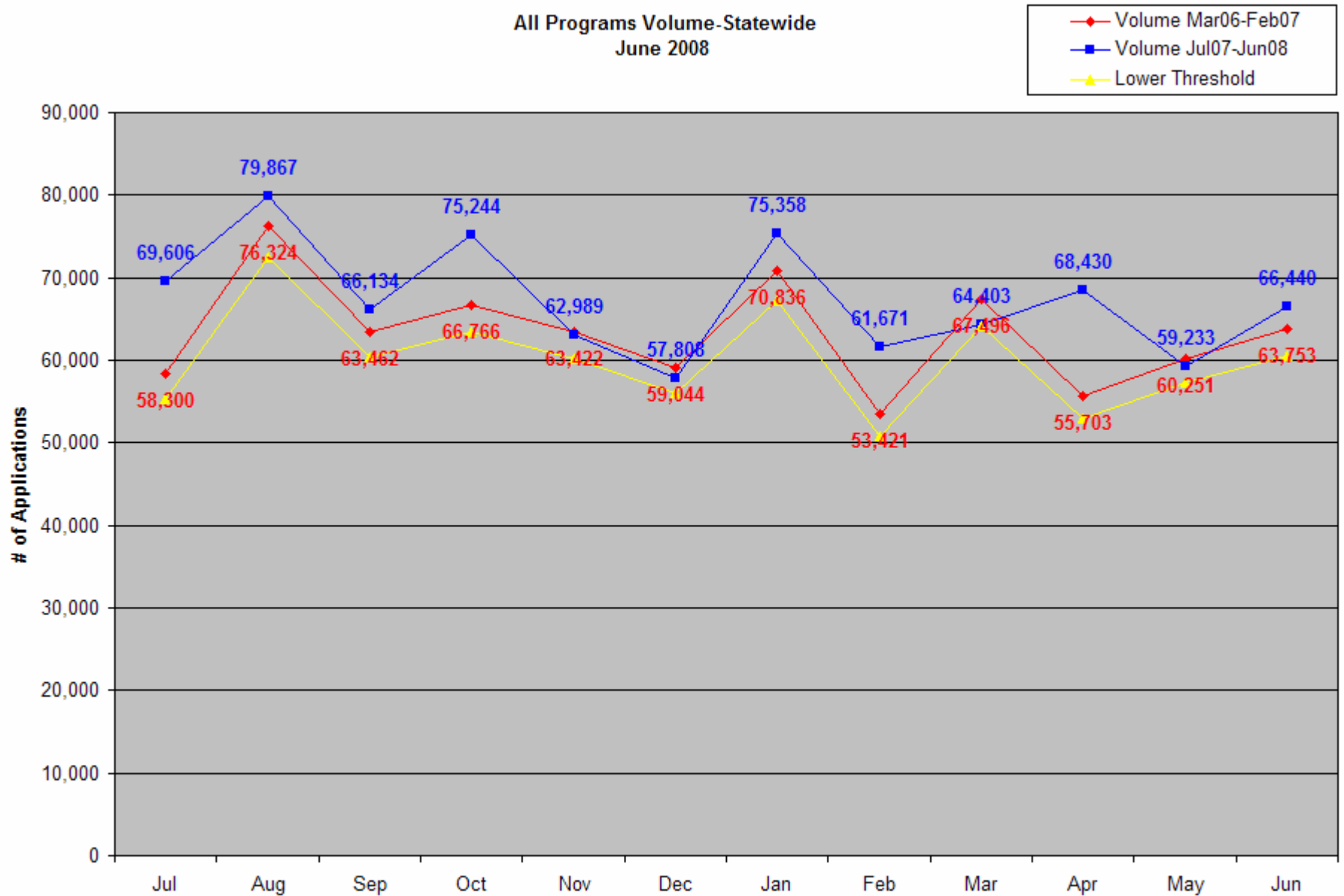
V-CAN Membership



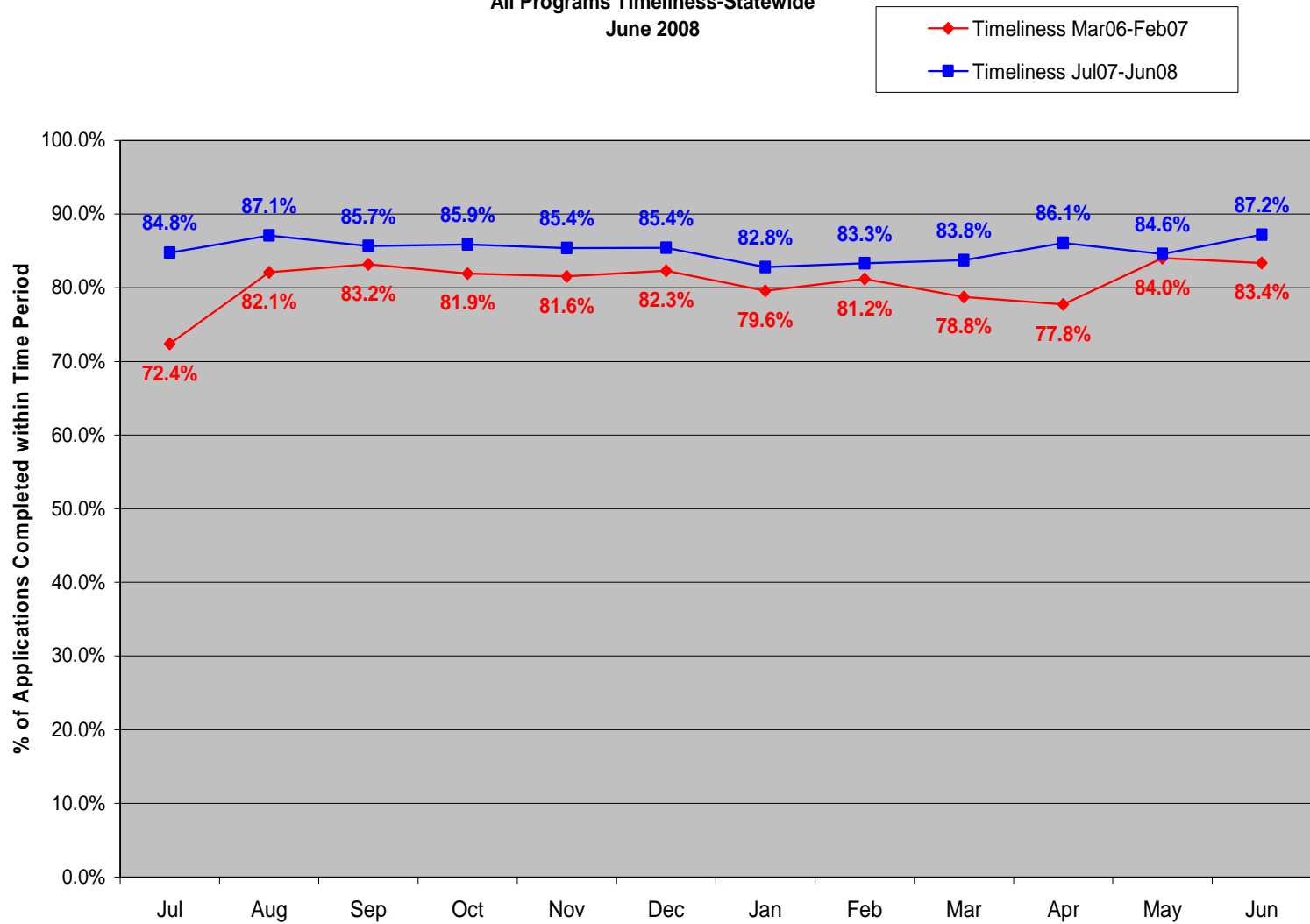
V-CAN Outreach Calendar – August 2008

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5 Fort Wayne V-CAN Training 2.0 @ Ivy Tech	6 Fort Wayne V-CAN Training 2.0 @ Ivy Tech	7	8	9
10	11	12 Sellersburg V-CAN Training 2.0 @ Ivy Tech	13	14	15 Terre Haute Client Open House @ Ivy Tech	16
17	18	19	20	21 New Albany Client Open House @ IU Southeast	22 Jeffersonville Client Open House (Tentative)	23
24 31	25	26	27	28	29	30

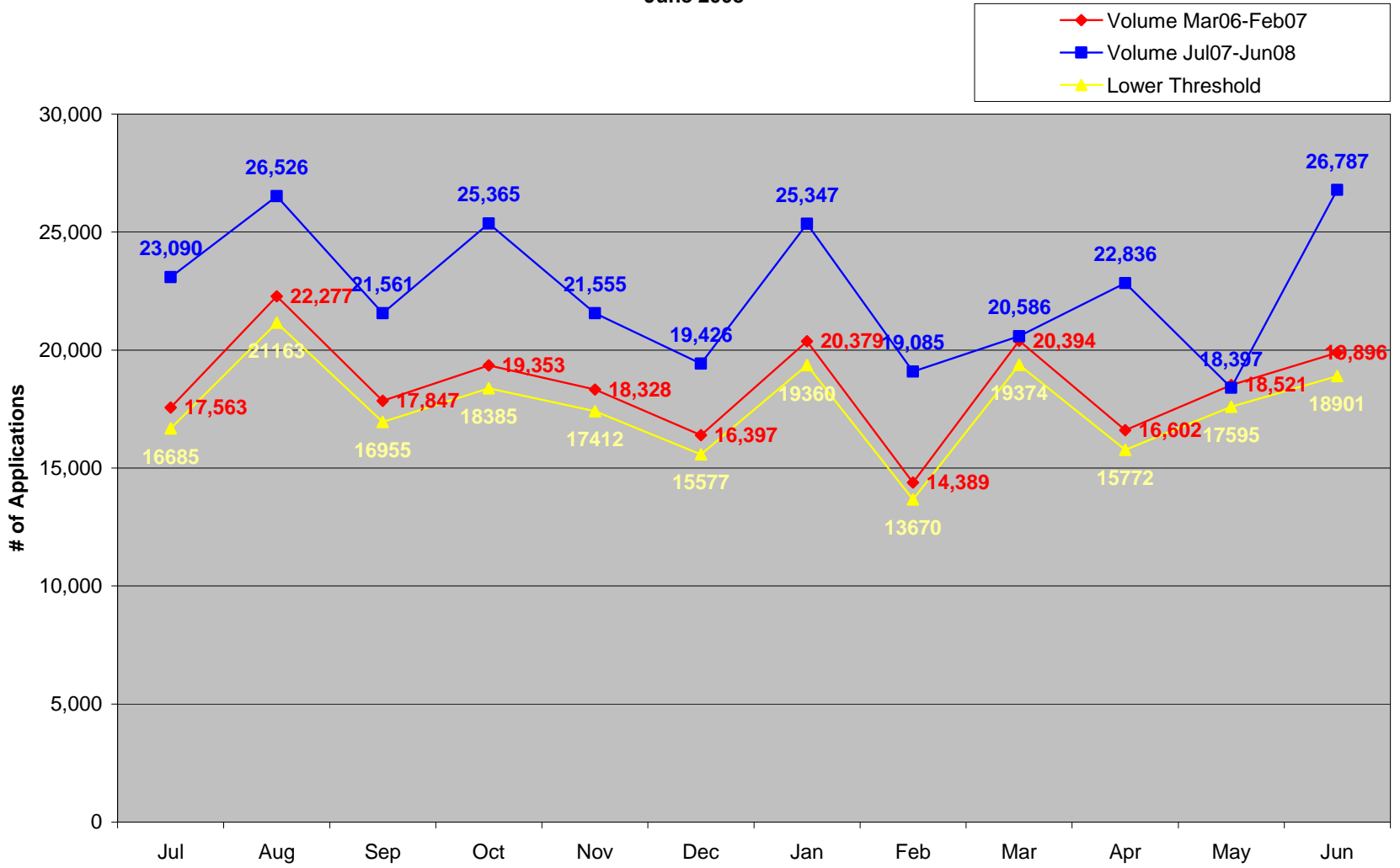
All Programs Volume-Statewide June 2008



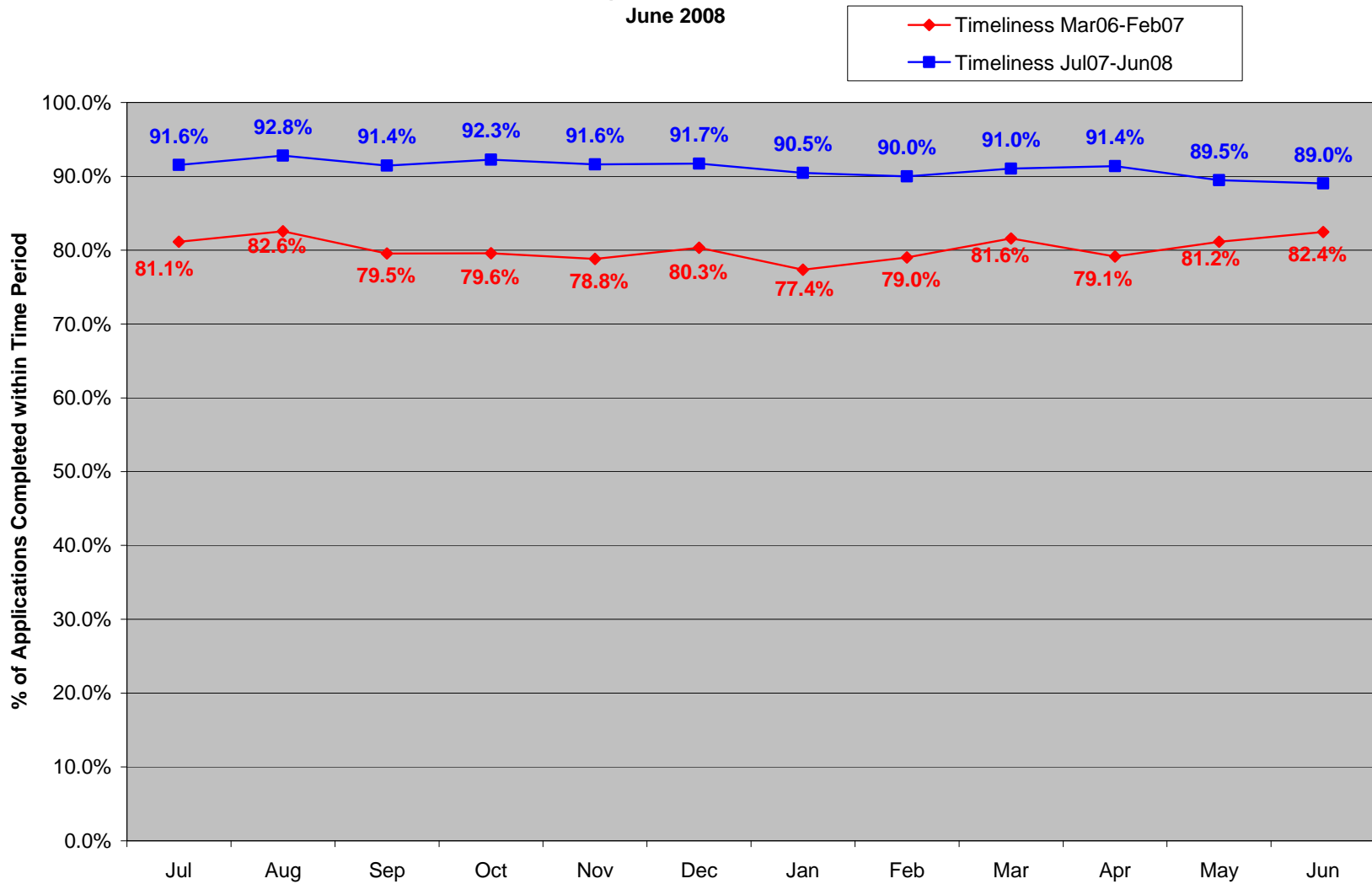
All Programs Timeliness-Statewide
June 2008



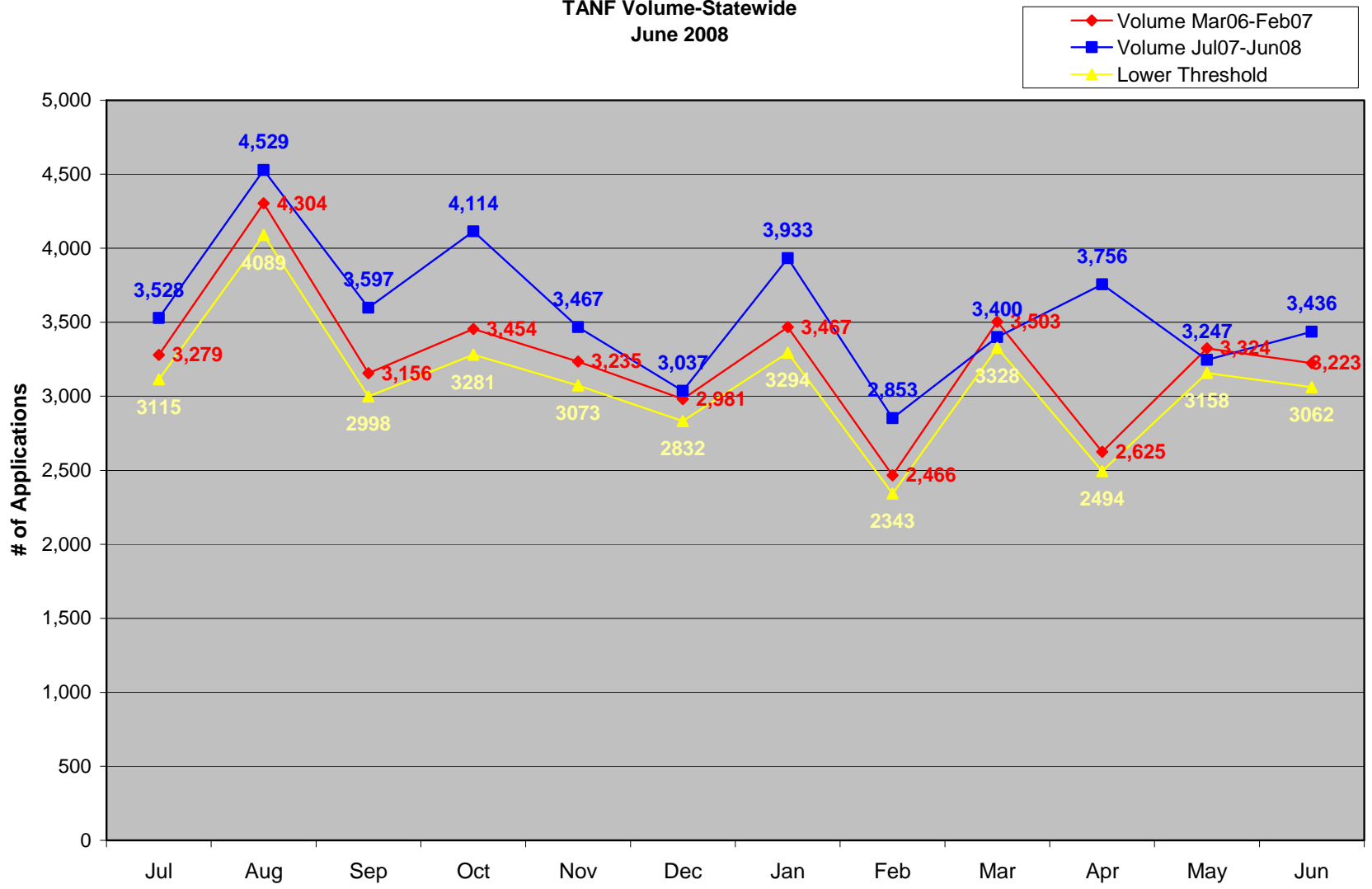
**Food Stamps Volume-Statewide
June 2008**



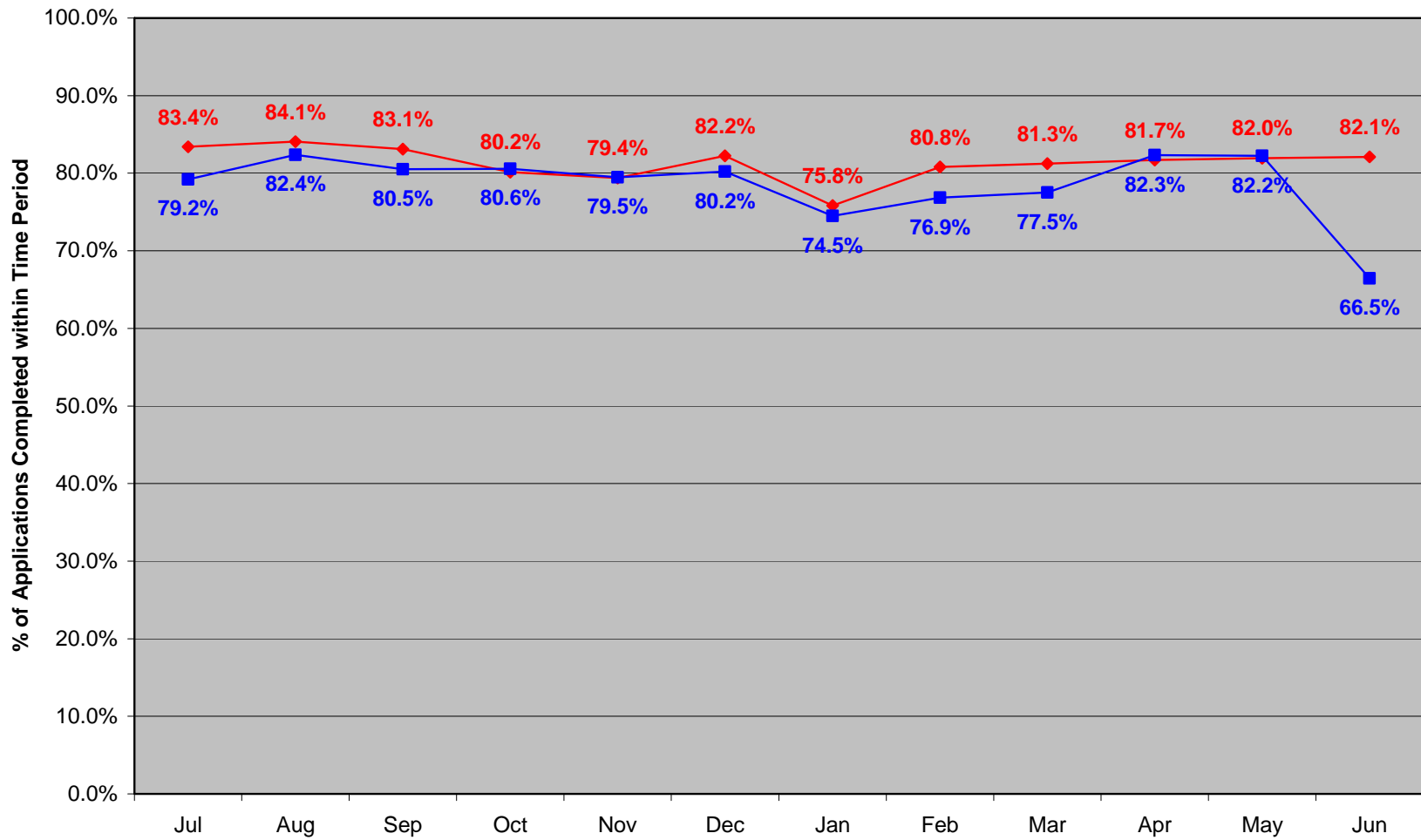
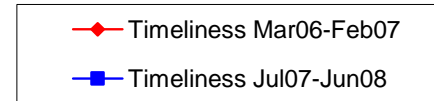
Food Stamps Timeliness-Statewide
June 2008



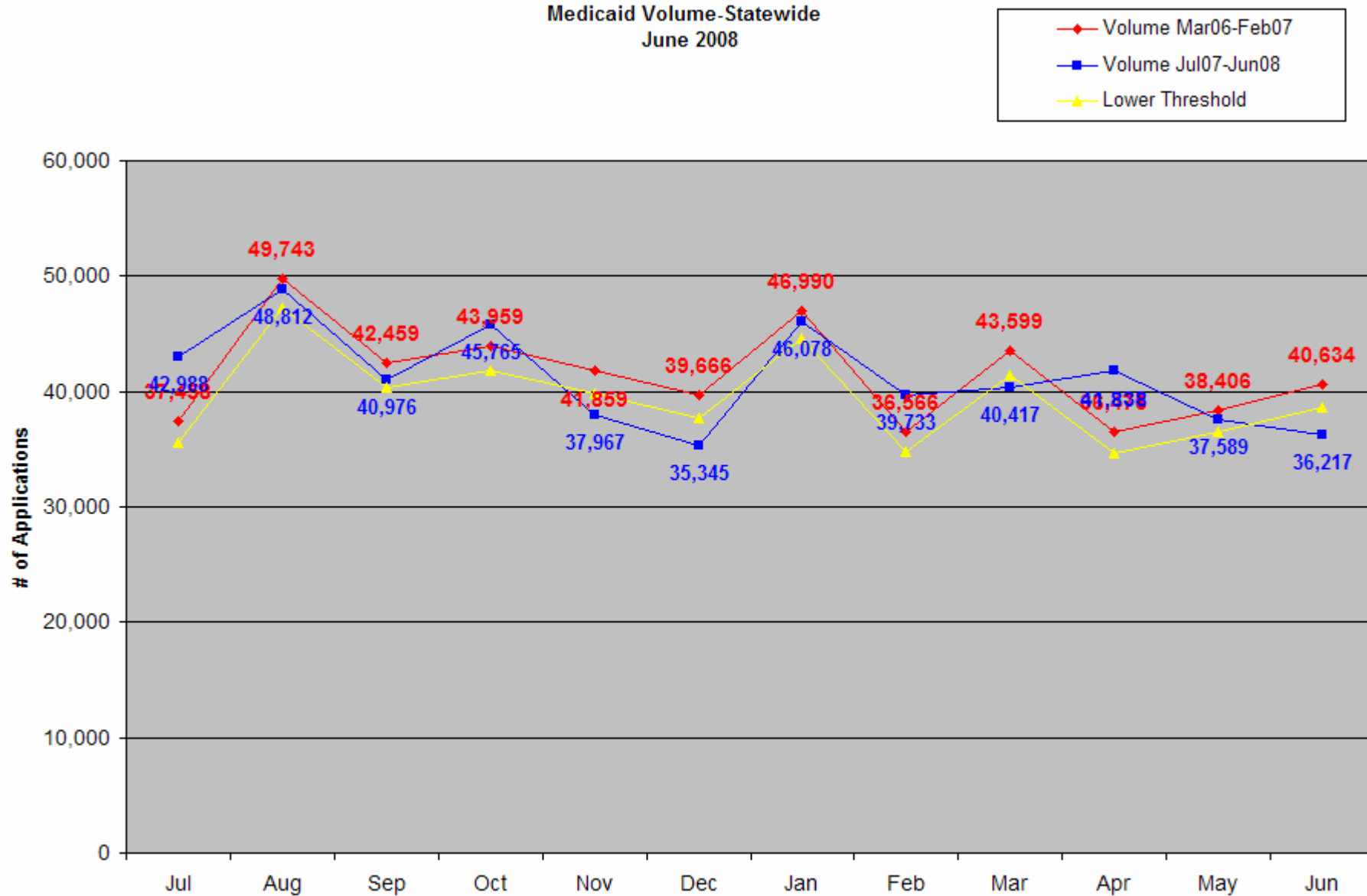
TANF Volume-Statewide June 2008



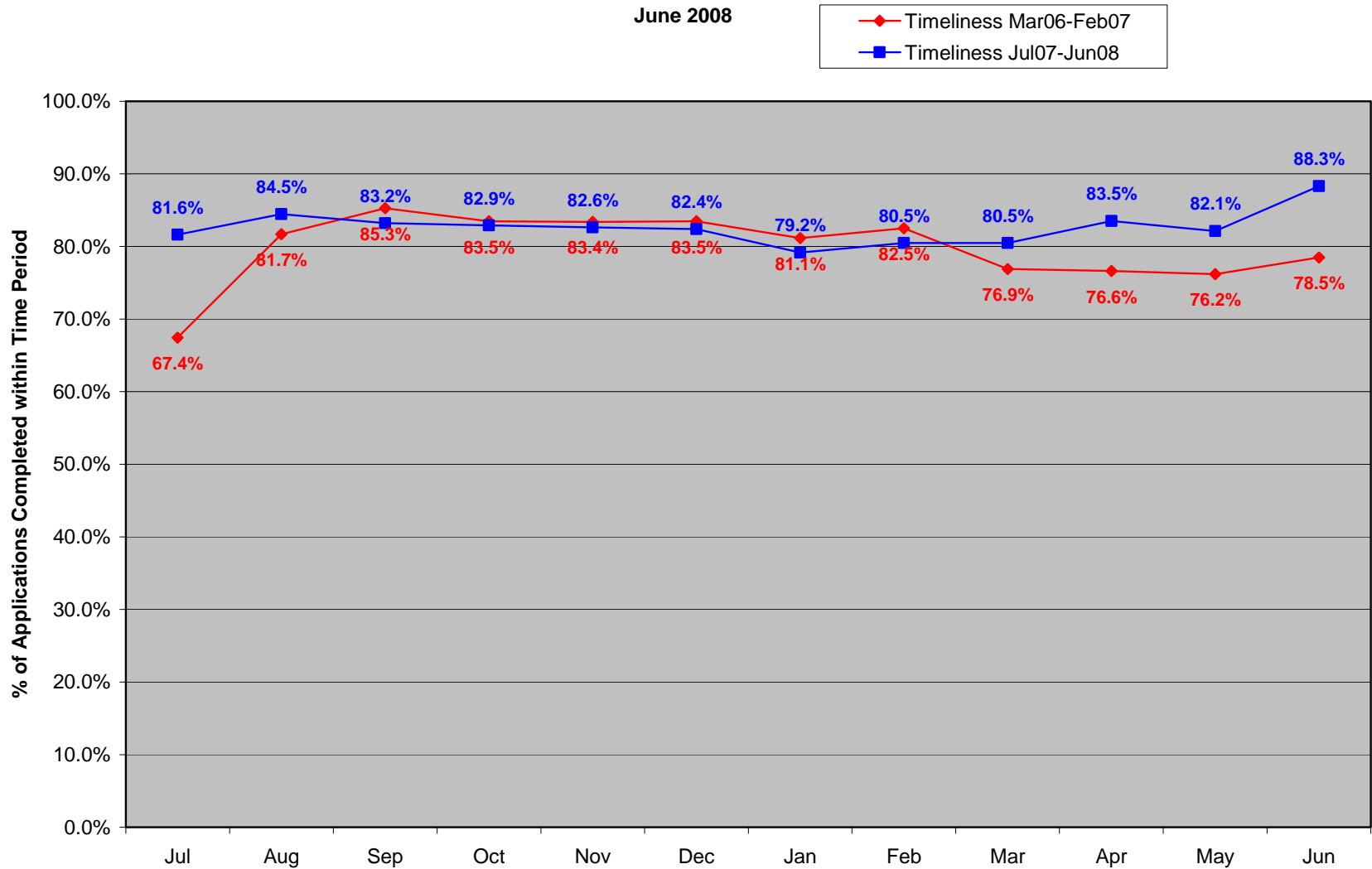
**TANF Timeliness-Statewide
June 2008**



Medicaid Volume-Statewide
June 2008



Medicaid Timeliness-Statewide
June 2008



Special Projects – Disaster Relief Update

- Established Hoosier Help Line at Coalition Call Center
 - Staffed by Faith Based Initiative Volunteers
 - Responded to Inquiries for Assistance from Victims
 - Provided guidance to those seeking Volunteer and donation opportunities
- Joined IOT in providing infrastructure and technical support to Eight Disaster Recovery Super Centers
 - Bartholomew
 - Brown
 - Johnson
 - Knox
 - Morgan
 - Owen
 - Shelby
 - Vigo
- Provided technology solutions (remote and physical infrastructure) and staffing for co-location of FSSA and DWD in remaining thirty-six Disaster Declared counties.
- Nearly 800 state employees worked more than 40,800 hours during a two week period . At the centers, the IOT and IBM offered 134 laptops and 80 phones so victims could apply for federal assistance
- \$3.3 million of disaster food stamp relief was provided to over 9,592 Hoosier households.

Special Projects – Disaster Relief Phase II

- Conducting additional client assistance in five disaster counties: Bartholomew, Johnson, Morgan, Owen and Vigo
- We are contacting 4,600 victims in these five counties that have registered with FEMA
 - We created a checklist/call script to review with victims
 - The checklist focused on victim's needs including; FEMA or SBA assistance, food, shelter, medical care, birth/death certificates, driver's licenses and any other help they may have needed
 - Utilized 70 IBM Coalition resources available in Lake & St. Joe County Service Centers to call victims
 - Leveraged the Modernization telephone and computer infrastructure to quickly set up this capability
 - Modified the intake web application to capture additional checklist data
- To date we have:
 - contacted 77% of the approximately 4600 victims
 - referred hundreds of client to agencies to gain the assistance they have needed
 - doubled the number of SBA applications that had been submitted, a key to obtaining individual Federal assistance
 - Begin outbound calling and Individual Assistance data collection (target is Thursday, July 10)
 - Monitor and track progress
- Next Steps:
 - Possibly expand beyond the original five counties
 - Complete outbound calling and Individual Assistance data collection August 11.



Special Projects - Plastech Plant Closing

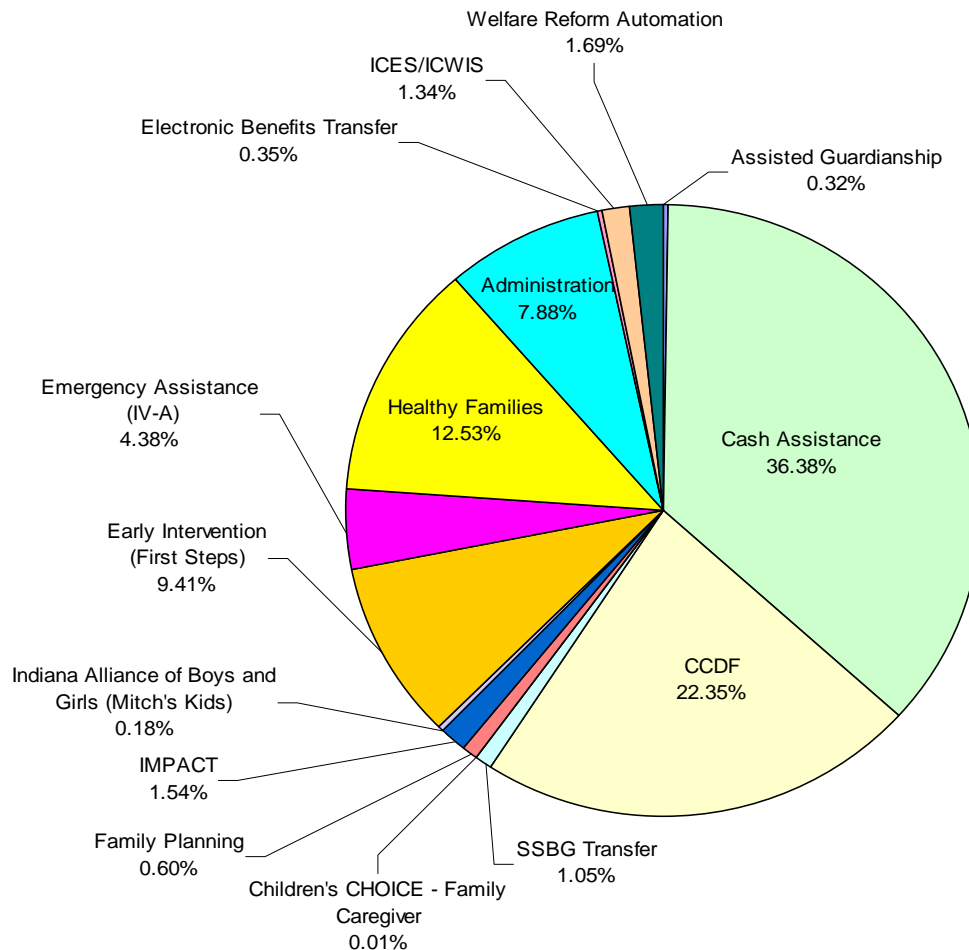
- Plastech Decorating Systems in Elwood, IN is scheduled to close its doors due to bankruptcy on July 25. As a result 286 employees will be losing their jobs
- Special Sessions:
 - As a result of this special situation DFR has held two sessions (July 17 and 18) at Elwood Elementary to assist enroll former Plastech employees in applying for public assistance
 - The IBM coalition brought in five laptop computers, remote broadband telecommunications cards and printers to Elwood Elementary
 - During the two sessions seven state and coalition staff served 14 clients by taking applications and scheduling appointments
 - DFR will be holding two additional session on July 24 and 25

Temporary Assistance for Needy Families



Monthly Financial Review

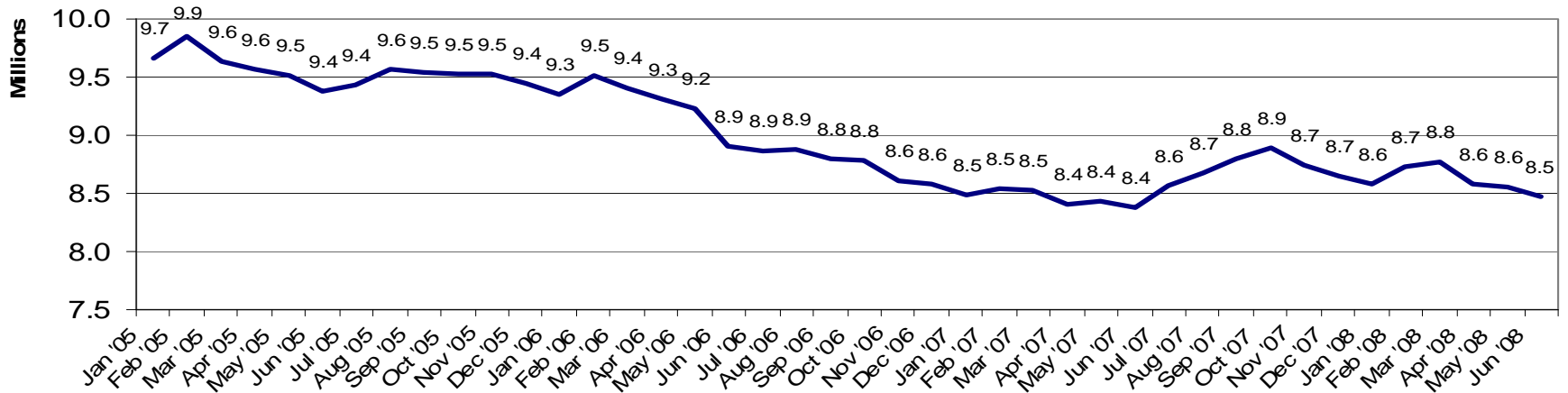
Division of Family Resources



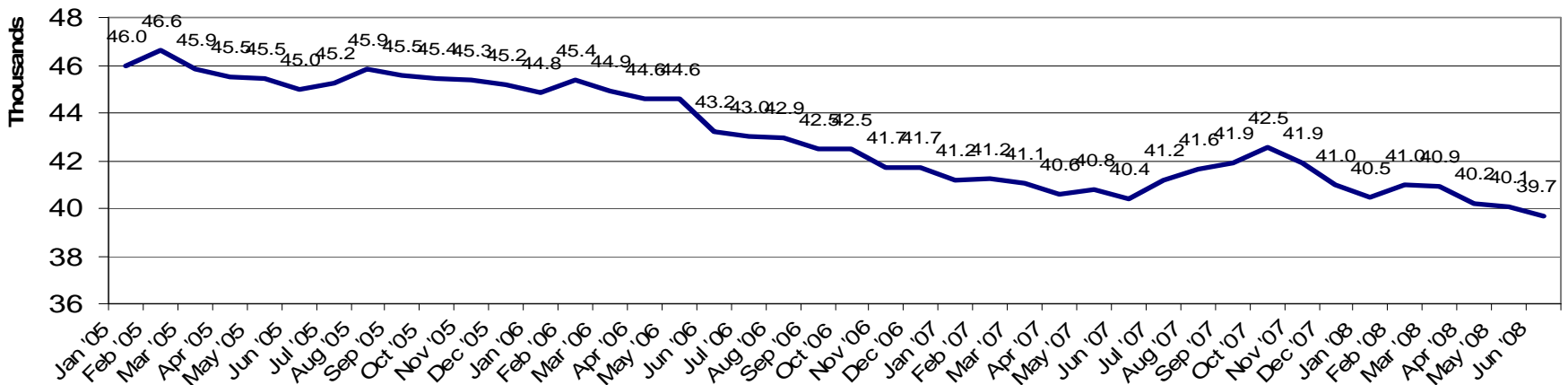
TANF Block Grant:	\$ 206,799,109
Carry Forward:	\$ 64,730,272
Total Expenditures:	<u>\$ 150,751,498</u>
Balance Remaining:	\$ 120,777,883



Total TANF Cash Assistance



Total TANF Caseload

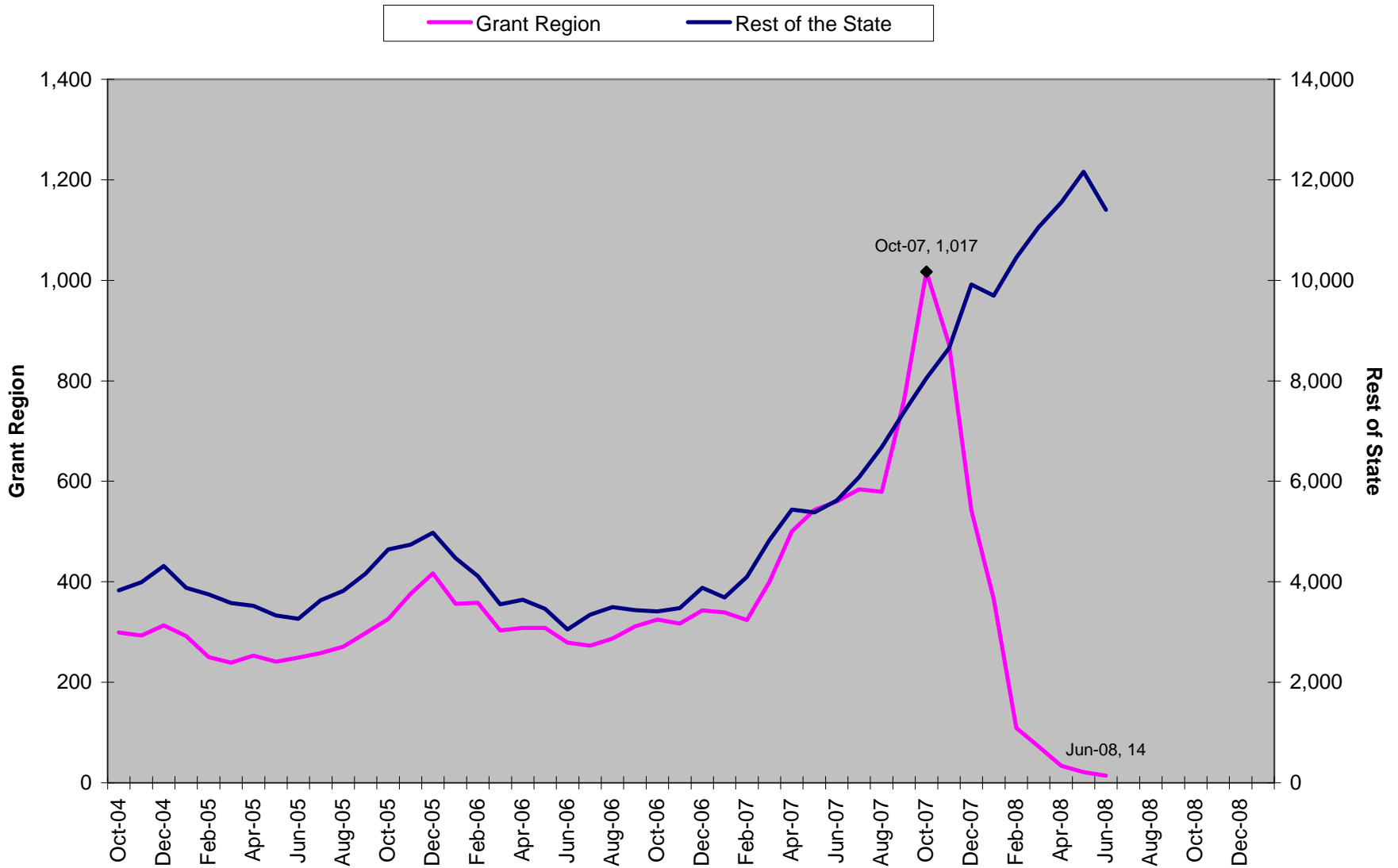


Source: Data Warehouse

Indiana Manpower and
Comprehensive Training
(IMPACT)

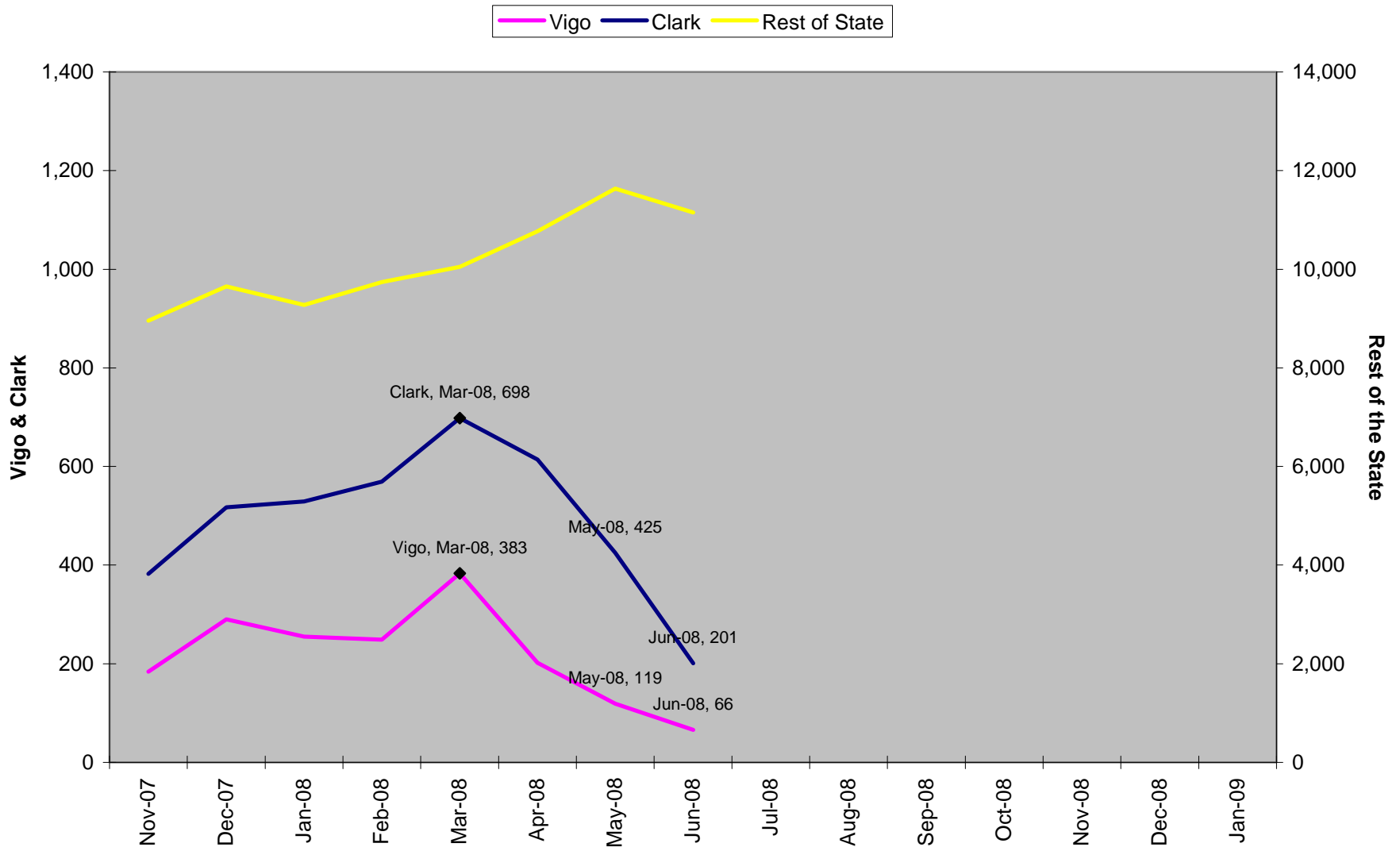
of TANF IMPACT Individuals Assigned to State or Coalition Worker Awaiting Services

(IMPACT Activity Report)



Vigo & Clark - TANF Recipients Referred to IMPACT Awaiting Services

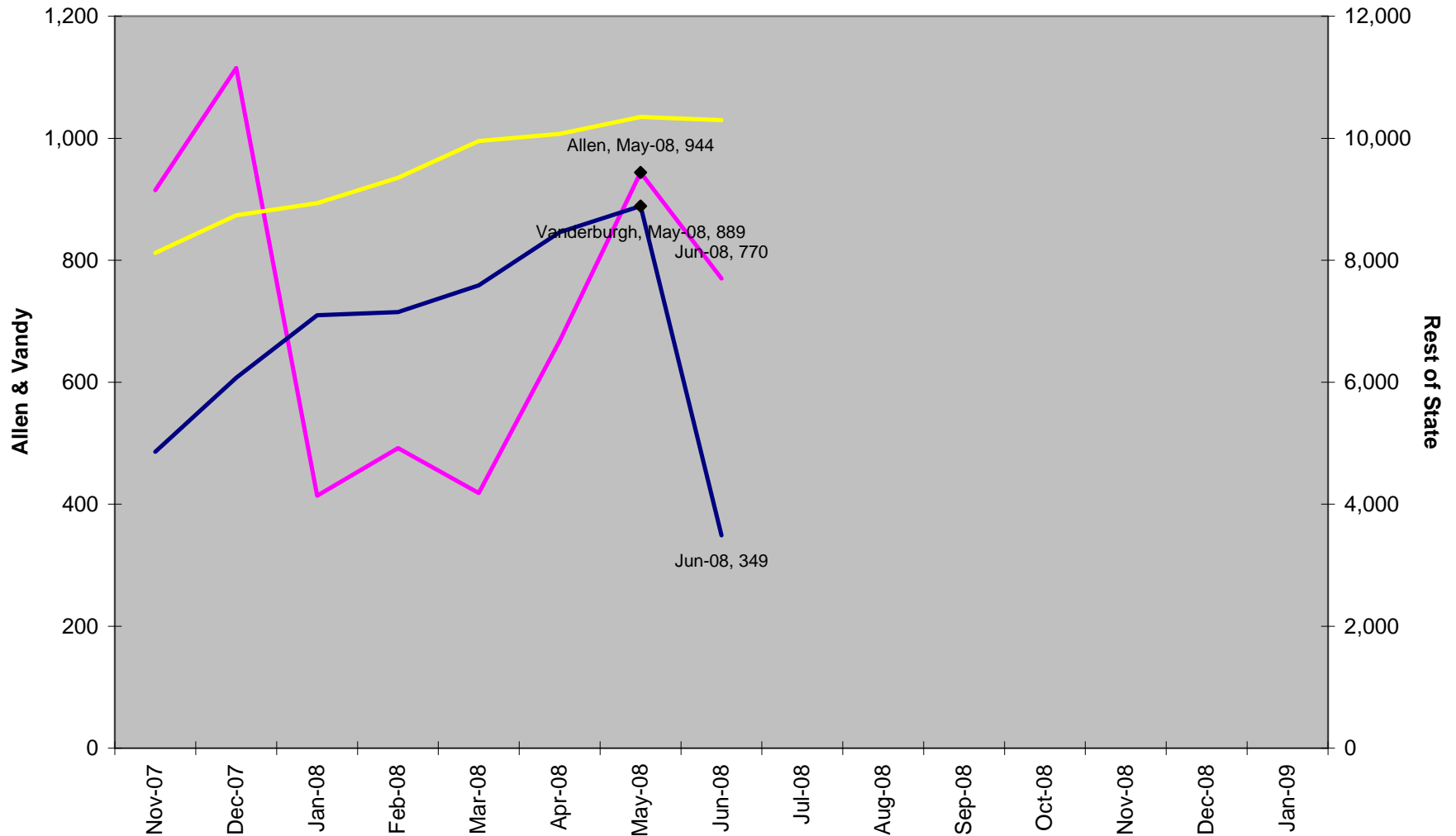
(Monthly IMPACT Reports)



Allen & Vanderburgh Regions - TANF Individuals Referred to IMPACT, Awaiting Services

(IMPACT Caseload Report)

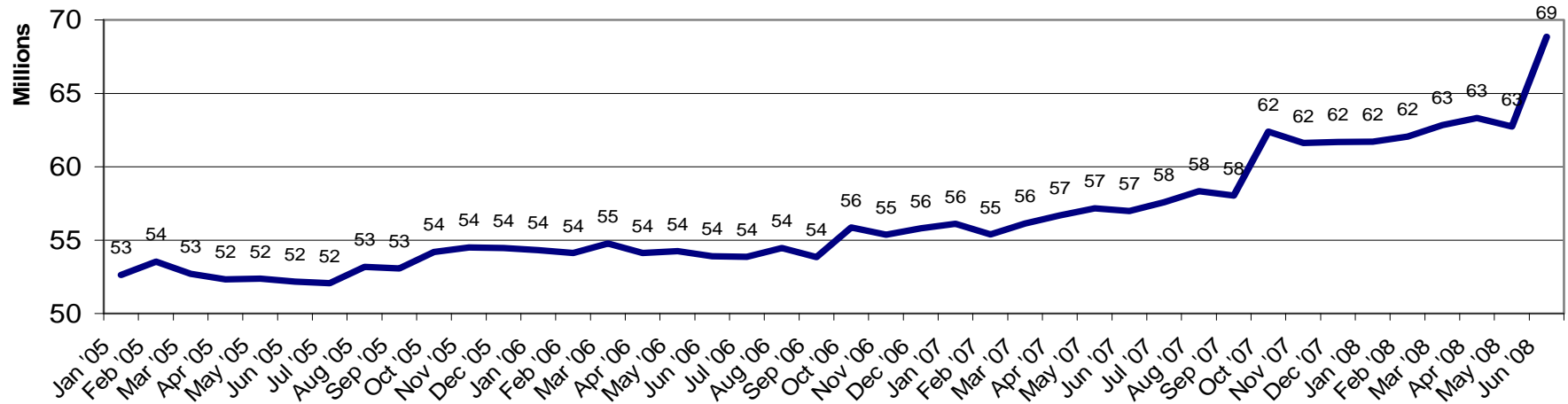
Allen Vanderburgh Rest of State



Food Stamps



Food Stamps Issued



Food Stamp Households

